



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF CORRECTIONS  
DIVISION OF ADMINISTRATION**

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**Clinical Laboratory Services  
Questions & Answers  
NHDOC RFP 14-06-GFMED**

**Catholic Medical Center**

Question 1: Request for Proposal, Terms and Conditions, Section 4, Outline of Minimum Required Services, paragraph 4.6., page 3 of 43: In order to properly assess out ability to provide a bidirectional interface, my IT department has requested the following information: What EMR is in use at each service locations? Please provide the name of the EMR and the version if applicable at the following locations.

Northern Region - NHDOC Northern NH Correctional Facility Location		
Northern Correctional Facility (NCF)	138 East Milan Road	Berlin, NH 03570
Southern Region - NHDOC Southern NH Correctional Facility Locations		
NH State Prison for Men (NHSP-M)	281 North State Street	Concord, NH 03301
Secure Psychiatric Unit (SPU)/Residential Treatment Unit (RTU)	281 North State Street	Concord, NH 03301
Special Housing Unit (SHU)	281 North State Street	Concord, NH 03301
Shea Farm, Community Corrections	281 North State Street	Concord, NH 03301
NH State Prison for Women (NHSP-W)	317 Mast Road	Goffstown, NH 03045

**Answer 1: The NH Department of Corrections currently does not utilize an EHRS. The Department is in the process of constructing an EHRS RFP for release shortly. Any EHRS selected will be implemented in all the Department’s facilities.**

Question 2: Scope of Services, Exhibit A, Section 2, Terms of Contract, page 17 of 43: The Contract commences on June 1, 2014 or when the Governor and Executive Council sign the contract. A bidirectional interface requires setup time and testing. Our question is: Must the bidirectional interface be operational on June 1<sup>st</sup> or is there an implementation/installation time allowance?

**Answer 2: It is not expected of a Vendor to have a bidirectional interface operational on June 1<sup>st</sup>. The selected Vendor must demonstrate through the RFP response the interface shall be provided with implementation of the Department’s chosen EHRS Vendor.**

Question 3: Scope of Services, Exhibit A, Section 6, Retrieval Sites of Samples/Specimens, paragraph 6.2., page 19 of 43: Could you provide us with your current specimen retrieval times so that we may offer similar or improved services in our proposal?

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**Answer 3:** Our current vendor takes all specimens for processing and testing when completed drawing patients. They have created a customized courier schedule that provides for pick up at Concord and Goffstown after 6:00 pm daily. They also provide weekend pick up coverage. For Berlin pick up other than the scheduled phlebotomy schedule is 2:15-2:45 M-F and 10:30 am on Saturday.

Question 4: Scope of Services, Exhibit A, Section 7, Written Laboratory Reports, paragraph 7.2., page 19 of 43: Will the selection of the new Electronic Health Record Vendor be complete prior to June 1<sup>st</sup>? Will we be providing a bi-directional interface with the current Vendor and then setting up a new-bidirectional interface with the new Vendor once they are contracted?

**Answer 4:** See Answer 1 and Answer 2.

Question 5: Scope of Services, Exhibit A, Section 13, Venipuncture Training, page 20 of 43: What is the approximate number of nursing staff at each facility that could potentially require Phlebotomy training?

**Answer 5:**

Location/Facility	Nursing Staff
Northern Correctional Facility (NCF)	14
NH State Prison for Men (NHSP-M)	17
SPU/RTU	9
NH State Prison for Women (NHSP-W)	5

### Quest Diagnostics

Question 6: Scope of Services, Exhibit A, Section 5, Minimum Required Services, subparagraph 5.1.4., page 18 of 43: Could you please clarify expectations of the Contractor with regards to court-ordered testing? Would there be a requirement that the Contractor would need to appear in court for court-ordered testing?

**Answer 6:** If subpoenaed, the phlebotomist would have to appear in court. This has never happened. Court ordered testing is extremely rare.

Question 7: Scope of Services, Exhibit A, Section 6, Retrieval Sites of Samples/Specimens, paragraphs 6.1. and 6.2., page 19 of 43: Could you provide the current schedule for sample/specimen retrieval that you utilize with your current Contractor?

**Answer 7:** See Answer 3.

Question 8: Scope of Services, Exhibit A, Section 6, Retrieval Sites of Samples/Specimens, paragraphs 6.1. & 6.2., page 19 of 43: Does the NHDOC have any expectation of STAT pick-up services outside of the agreed upon retrieval schedule? If yes, please explain?

**Answer 8:** No.

Question 9: Scope of Services, Exhibit A, Section 9, Abnormal and Reportable Laboratory Results, paragraph 9.1., page 19 of 43: Could you please clarify your abnormal lab result call-back criteria for those results that require call-back within 4 hours?

**Answer 9: The Contractor will be required to provide their list of “life-threatening”, “critical” or “panic” laboratory tests that require notification of results prior to the routine delivery of reports. These results will be reported by telephone to the appropriate NHDOC HSC site. The Chief Medical Officer will review the Contractor’s standard/routine critical value list and add any additional laboratory tests whose abnormal results would also require telephone notification.**

Question 10: Scope of Services, Exhibit A, Section 10, Phlebotomist Services, paragraph 10.1., page 20 of 43: Could you provide the current phlebotomist service schedule by facility?

**Answer 10:**

Location/Facility	Phlebotomist Service Schedule
Northern Correctional Facility (NCF)	3 hours, twice (2) per week
NH State Prison for Men (NHSP-M) SPU/RTU	12 hours, four (4) times per week
NH State Prison for Women (NHSP-W)	3 hours, once (1) per week

Question 11: Scope of Services, Exhibit A, Section 10, Phlebotomist Services, paragraph 10.1., page 20 of 43: Please outline NHDOC procedures to ensure the safety of the Contractor’s phlebotomist while on site. Will the Contractor’s phlebotomist ever be expected to perform services on an inmate without NHDOC staff present?

**Answer 11: Non-NH Department of Corrections staff are subject to all NH Department of Corrections rules, policies and procedures including those that are security related. Phlebotomy staff will be provided security that is standard procedure for all employees and vendor staff. Any movement outside the Health Service unit will require a security staff member escort.**

Question 12: Scope of Services, Exhibit A, Section 10, Phlebotomist Services, paragraph 10.1., page 20 of 43: When a NHDOC nurse performs a venipuncture, will they utilize a centrifuge to properly spin blood specimens?

**Answer 12: Yes.**

Question 13: Scope of Services, Exhibit A, Section 11, Utilization Management Reports, page 20 of 43: Could you please provide a sample inmate/patient number?

**Answer 13: Our Inmate Management System utilizes a number system between 3-7 digits. We currently are using numbers from 3-5 digits, soon to be six.**

Question 14: Scope of Services, Exhibit A, Section 12, Supplies, page 20 of 43: Does the NHDOC perform any on-site CLIA-waived or Moderate-complexity testing?

**Answer 14: Yes.**

Question 15: Scope of Services, Exhibit A, Section 13, Venipuncture Training, page 20 of 43: Could you please clarify your expectation for venipuncture training?

**Answer 15: Training would consist of basic venipuncture education for purposes of non-scheduled blood draws and basic specimen prep, i.e. spinning, etc.**

Question 16: Scope of Services, Exhibit A, Section 13, Venipuncture Training, page 20 of 43: Page 21, Section 14, General Service Provisions, Paragraph 14.5: Will the NHDOC accept certification from the Contractor that all necessary background checks, including finger printing, have been performed and meet the requirements of the contract versus sharing Contractor's employee information?

**Answer 16: No.**

Question 17: Estimated Budget/Method of Payment, Exhibit B, pages 30-37 of 43: Is the Exhibit B Clinical Laboratory Fee Schedule available in a version of Excel?

**Answer 17: No.**

Question 18: Estimated Budget/Method of Payment, Exhibit B, pages 30-37 of 43: Could you please clarify the volumes of required tests that are also included in your custom panels? As an example, Item #163 has a volume of 3336, however it is also listed as an included component of several panels including Item #231-242.

**Answer 18: The custom panels are separate from the individual tests cited above. Each component test can be ordered as a standalone test and each has its expected volume. The custom panels are tests ordered on admission of every inmate/patient and have its own expected volume. Please provide pricing as requested based on the volume next to each item.**